



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE & TECHNOLOGY
UNIVERSITY EXAMINATIONS 2012/2013
2ND YEAR 1ST SEMESTER EXAMINATION FOR THE
DEGREE OF MASTER OF SCIENCE IN INFORMATION
TECHNOLOGY
(KISUMU L.CENTRE)**

COURSE CODE: IIT 5217

COURSE TITLE: BUSINESS PROCESS MANAGEMENT

DATE: 18/8/2013

TIME: 2.00-5.00 PM

DURATION: 3 HOURS

INSTRUCTIONS

- 1. This paper consists of 5 Questions.**
- 2. Answer Question 1 (Compulsory) and any other 2 questions.**
- 3. Write your answers on the answer booklet provided.**

Question One 20marks

- a) What are differences between function-oriented and process-oriented management in enterprises? (4 Mks)
- b) List the basic assumptions involved in process-oriented organization and briefly outline the stages of business process identification. (10 Mks)
- c) Name and briefly explain the stages (steps) of business processes design and implementation used in an organization? (6 mks)

Question Two 20marks

- a) What are the principles and stages of process-oriented management system design an organization can use? (6 Mks)
- b) Define the term business process reengineering and outline its Responsibility and authority in process-oriented organization (6 Mks)
- c) Explain the relationship between: process management, business process management, business process reengineering, total quality management. (8 Mks)

Question Three 20marks

- a) Define the terms benchmarking and name the different types of benchmarking used in business process management. (8 Mks)
- b) Differentiate between process-oriented, function-oriented and object-oriented approaches in business modelling? (6 Mks)
- c) How is Business Process Management technology different from the existing IT technologies? List its functions. (6 Mks)

Question Four 20marks

- a) Briefly explain what is Business process Management frameworks with reference to the following models CIMOSA, GRAI, ARIS, and IDEF. (8 Mks)
- b) Describe the following main process modelling techniques:
 - i. Flow Chart and Data Flow Diagram – DFD,
 - ii. Role Activity Diagram – RAD,
 - iii. Role Interaction Diagram – RID (12Mks)

Question Five 20marks

- a) Name and explain the different levels of description in process lifecycle modelling stages: (6 Mks)
- b) Name and explain the following methods as applied in business modelling:
- i. Processes,
 - ii. Functions,
 - iii. Objects (6 Mks)
- c) Write short notes on the following process activity used in Business Process management:
- i. sequence
 - ii. loop,
 - iii. split,
 - iv. multi-merge, (8 Mks)